

Human Resources Annual Report 2019





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Introduction

We have prepared this annual report to the Mayor and City Council as required by the Code of Ordinances, Section 2-1051.

The following pages present a statistical perspective of the status of City employees and events that shaped our employee workforce as of December 31, 2019.



The Human Resources Department went through some staffing challenges in 2019 with multiple changes occurring. The two staff members who provided year-long stability and departmental leadership were Payroll Coordinator Janice Doro and Human Resources Consultant La'Sha Shephard.

Director of Parks, Recreation, & Civic Facilities Chuck Kempf served as Interim Director of HR from August through December.



Human Resources Summary

The Department of Human Resource has primary responsibility for managing, assisting and dealing with all employee related matters including functions such as policy administration, recruitment process, benefits administration, employment and labor laws, new employee orientation, training and development, labor relations, personnel records retention, wage and salary administration, and employee assistance program. HR works closely with other City departments to support and respond to their needs. HR handles a variety of work products and creates and processes several different documents. This summary is drawn from source documents and other files that accrue simply as a result of the work products.

Appraisal

- An ongoing task is processing employee appraisals.
- Notifications are sent out to department directors a month prior to when the appraisal is due.
- Reminders are sent out as well for those appraisals which are overdue. The process does not end until the completed appraisal is returned and administratively processed. As part of the performance appraisal process, the job descriptions are reviewed by supervisors and revised as needed.

Employment Issues

- The Human Resources staff assists Directors and Supervisors in a number of employment related issues, including:
 - hiring
 - terminating
 - disciplining
 - and other personnel related matters.
- Human Resources and Legal assisted departments with multiple disciplinary actions ranging from written warnings to terminations.

Personnel Manual

- The Human Resources Department worked with the Personnel Manual Review Committee and completed the annual review of the Personnel Manual; changes received approval by the City Council. The Personnel Manual is accessible on SharePoint.

Human Resources Summary

Payroll

- Payroll is processed every other week. The Employee Online program was implemented in 2017, which allows employees access to their paycheck and other information.

Training & Development

- New Employee Orientation (NEO) is an ongoing task conducted bi-weekly on the first day of each new pay period. HR staff conduct NEO to help new employees complete all the necessary paperwork to begin employment.

Public Relations

- HR staff assisted employees and/or retirees with changes or other requests to their benefit plans.
- Provided information or evidence of former employees requested from external agencies.
- Answered phone calls, emails or visitors and provided requested information for employees or external clients.

Benefits

Blue Cross Blue Shield

We renewed our health insurance plan with Blue Cross Blue Shield. For the current fiscal year, there was a 9.8% increase in premiums which totals approximately \$522,000. We continue to offer two PPO plans, a traditional PPO (base) plan and a PCA/PPO (buy-up) plan. The City still offers a base plan at no premium cost for the employee only coverage. Employees who chose to buy-up from the base plan pay the additional premium cost. Employees pay the full cost on all plans for dependent/family coverage.

Health Fair

The BCBS plans continue to include a Wellness plan. As part of the Wellness plan and with the assistance of CBIZ, an Employee Health/Benefits Fair was held at the Civic Arena in May. Health (biometric) screenings were offered to employees at the fair. The biometric screening sponsored by BCBS consists of height, weight, body mass index, blood pressure, glucose and cholesterol screening. Employees use their health screening information to voluntarily complete an on-line Health Risk Assessment.

Several other employee benefit vendors took part in the Health Fair, including CIGNA, LAGERS, ICMA-RC, MOST/Upromise, Colonial Life, and Nationwide, as well as other local businesses and vendors.



Benefits

CIGNA Dental

The City's dental plan continues to be provided by CIGNA. The Cigna Dental plan includes a Wellness Plus Program. This program provides a richer benefit for members.

Superior Vision

The City's voluntary vision plan continues to be provided by Superior Vision. City employees pay the full premium for any vision plan coverage.

Minnesota Life

The City's group life insurance plan continues to be provided by Minnesota Life. City employees are provided two times their annual salary of Basic life insurance coverage. Supplement Life insurance coverage is available to City employees with an additional premium paid by the employee. Employees can also enroll in Dependent Life coverage.

CIGNA LTD

The City's long-term disability (LTD) coverage continues to be provided by CIGNA. There were no changes to our group LTD plan during 2019.

CBIZ

CBIZ Benefits & Insurance Services continues as our Employee Benefits Consulting & Broker and has provided great services as our broker/consultant. CBIZ also provides monthly newsletters regarding employee benefits as well as regulatory affairs.



Benefits

ICMA-RC 457 & Nationwide Deferred Compensation Plans

Our 457 plan representatives continue to make themselves available in St. Joseph for individual meetings and group presentations with employees.

Retirement – LAGERS defined pension plan

The City participates in the Local Government Employees Retirement System (LAGERS) retirement program. Each full-time employee is a member of LAGERS. The City pays 11% of the contribution cost of membership and the employee pays 4%. Early retirement is available at age 55 after five years of service. Full retirement is available at age 60 after five years of service. Firefighters and police officers may retire with reduced benefits at age 50; full retirement at age 55.

United Consumers Credit Union

A representative from United Consumer's Credit Union (UCCU) also made site visits to share information on what UCCU offers to city employees. Such things include: discounted loan rates, bonus rates on certificates of deposit, waived fees on various products and local entertainment tickets at a discounted price. The UCCU representative was also available to answer any questions about credit reports, refinancing, loans, or the best way to consolidate debt.

Affordable Care Act

A major issue that employers are dealing with now and that is very time consuming is the Affordable Care Act (ACA). There are burdensome regulations and reporting requirements that are imposed on HR in order to comply. Human Resources continues to work with Administrative Services for those reporting concerns as well as departments who are impacted.



Clinics

The St. Joseph Health Department offered flu shot clinics to City employees. Clinics were held in September for employees and their spouse/dependents on the group medical insurance plan. The offer was extended to spouse/dependent who were not members of the plan for a fee. As always, immunization clinics provide an opportunity for employees to get vaccinated for the cold and flu season and stay protected.



Employee Appreciation Week

The week of September 23 – 27, the City celebrated their employees during Employee Appreciation Week.

Many departments had employees receive an award for their years of service. There were also fun activities to show the City's gratitude for employees' efforts and hard work.



Recruitment

The City of St. Joseph utilizes an online application system called **NEOGOV**. It allows individuals who are seeking employment to apply online for new or vacant positions. Current employees must use the same process when applying for these positions. Paper applications are no longer being accepted due to this online system.

Total number
of jobs
posted in
2019

99

Average
number of
applicants
received per
month in
2019

269

Total number
of new
employees
processed in
2019

213

Recruitment Process

Job Requisition - When a vacancy occurs, the applicable department reviews the job description and makes changes as needed and forwards a Job Requisition to HR through **NEOGOV**.

Job Posting - HR then posts and advertises the open position. There are several areas where postings may occur depending on the position. The bulletin board outside the HR office is the official posting site. Other places where positions may be posted include the City's website, Channel 19, the local newspaper and several different agencies and institutions around the City.

Screening & Interview - HR is also involved in the screening of candidates at various levels depending on what level of service the hiring department chooses.

NEO - Once a candidate is selected, has passed through the pre-employment process and is hired, they are scheduled for New Employee Orientation, generally on the first day of employment.

Other Supports - Staff support continues through the entire period of active employment and often extends beyond in the form of benefits to retired members, and continuation of benefits for employees leaving for other reasons.



New Employee Orientation (NEO)

New Employee Orientation (NEO)

During New Employee Orientation the new employee completes all the necessary paperwork and forms to begin employment.

New Employee Orientation also includes required training for discrimination and sexual harassment awareness, risk management and worker's compensation training, and training on our drug and alcohol policy testing.

Human Resources also ensures that new regular full-time employees receive information on benefits and programs. This process involves two to three hours of staff time per occurrence.



Human Resources also ensures that all necessary paperwork is obtained from part-time, seasonal and temporary employees and processes it accordingly.

Promotional Testing – Fire Department



2019 Fire Written Test

- Fire promotional testing is administered by Human Resources.
- Fire promotional tests were conducted in January.
- Fire entry level testing was conducted on February 6 and August 6. In February, 26 candidates took the test and in August, 24 candidates participated in the testing process.
- Candidates are required to already have their Firefighter 1 and 2 certifications, Hazardous Materials Awareness certification, Hazardous Materials Operations certification, Emergency Medical Technician license and CPAT certification prior to making application.

Promotional Testing – Police Department



Police promotional testing was conducted on Oct. 3, 2019. Five officers participated in the promotional testing process.

The entry-level police officer exam was conducted over two sessions in 2019. A total of 42 candidates took the written test on February 28, with 35 passing and advancing to the physical agility testing. The second testing session was conducted on August 29. A total of 31 applicants tested with 13 of those receiving a passing score to advance to the physical agility test in the afternoon.

Human Resources staff, with the help of staff members from the Police Department, administer the entry-level testing. All tests involve planning several months in advance, coordination, organization and correspondence. The process involves such activities as scheduling the testing sessions, posting the positions, notifying the applicants, ordering tests, grading tests, compiling results, and computing other factors that count in the final score.

Employment

EMPLOYMENT LIFECYCLE

Examples of the wide range of staff involvement flow from the time a new employee begins work and include the following:

ACTIONS

The Personnel Action Form (PAF) documents any changes affecting an employee's status. HR processed 612 Personnel Action Forms during the year. Personnel Action Forms lead to other internal activity, including all the tracking devices that are in place for employee benefit eligibility, appraisals, payroll, staffing controls and many others.

612 PAFs processed in 2019

BENEFITS

Numerous benefit programs are monitored and notices are sent to supervisors and/or employees as appropriate. Included among these are year-end reports on vacation leave, reminders on "use it or lose it" vacation accruals, personal-use vehicle notices, medical leave conversion, Medicare Part D notices and flexible benefit programs, just to name a few.

- Certain programs require consistent involvement or intervention by staff. These intensely managed programs include health, dental, vision, group term life, deferred compensation, ROTH IRA, Flexible Benefit, FMLA, DECAF, supplemental term life, cancer and universal life programs.
- These programs are primarily administered by the Director of Human Resources and the Human Resources Consultants.



Administration

Many activities are listed here in an effort to reflect the multitude of actions initiated by HR staff to ensure that the maximum possible support is provided to City employees.

- **HR frequently assists employees and retirees (as applicable) with questions on policies, processes, insurance and benefits including changes to deferred compensation contributions, beneficiary designation, address, etc.**
- **Research, study and formal classes are necessary in order to keep current on the many employment laws that impact employees.**
- **We regularly participate in compensation and benefit surveys from other cities and agencies.**
- **Coordination with outside agencies and legal counsel on complaints/lawsuits as they arise with assigned attorneys on litigated matters requires focused attention while such issues are active.**
- **The Joint Committee on Public Employee Retirement (JCPER) report is completed quarterly and annually.**
- **GASB 45 report is completed annually which collects information about the City of St. Joseph , Missouri post-retirement medical plan.**

Administration Continued

- Service on special committees/task forces and internally sponsored special events usually involve staff members in order to carry out the activities.
- Reconciliation of five monthly insurance invoices (involve 60 separate cycles each year) is vital to ensuring the accuracy of all the related benefits programs.
- HR administers the Consultant Pay for retirees of the old Fire Pension Plan and generates quarterly reports for payroll.
- The preparation of the HR Annual Report requires a cumulative effort of approximately one week each year.
- HR offers discounted movie and amusement park tickets for our employees including Worlds of Fun/Oceans of Fun and Renaissance Festival, reconciling of each of those occur monthly.
- HR plans and coordinates special wellness classes, flu/pneumonia shots as well as 457 plan/ROTH meetings and workshops.
- HR contributes to City Link

Administration Continued

- **The Payroll Coordinator processes payroll bi-weekly, in addition to regulatory and mandatory reports. Listed below are some of the responsibilities of the Payroll Coordinator:**
 - **processed 26 payrolls for active City employees annually**
 - **processed quarterly payrolls for Fire COLA/Fire Consultant**
 - **processed 1076 W2s in 2019**
 - **completed Annual Census Survey of Public Employment & Payroll**
 - **processed quarterly Multiple Worksite Report**
 - **processed monthly Lagers Pension Report**
 - **processed monthly U.S. Bureau of Labor Statistics Report**
 - **processed quarterly Missouri Employment Security Contribution & Wage Report**
 - **processed Federal 941 Tax Report quarterly**
 - **processed bi-weekly MO New Hire Reporting**

Statistical Summary

